

Move Update at a Glance

To sign up for NCOA

- Visit RIBBS for a list of certified vendors https://ribbs.usps.gov/ncoalink/documents/tech_guides/CERTIFIED_LICENSEES
- Or find options to purchase your own license and complete the sign up process at <https://ribbs.usps.gov/index.cfm?page=ncoalink>

To Sign Up For ACS

- Full service ACS does not require signing up. To begin any other ACS service, fill out the application which is located at https://ribbs.usps.gov/acs/documents/tech_guides/eACS001.PDF and mail it to the NCSC in Memphis.

Mailers who claim presorted or automation prices for First-Class Mail® or Standard Mail® must comply with the Move Update requirements using one of the approved address hygiene methods. The Postal Service offers three preapproved methods for mailers to use in meeting the Move Update Requirement: ACS™, NCOA^{Link}® and NCOA^{Link}® MPE, and Ancillary Service

Pre-Mailing Services

NCOA is a secure dataset of approximately 160 million permanent change-of-address (COA) records consisting of the names and addresses of individuals, families and businesses who have filed a change-of-address with the USPS. Developed with secure data store technology to increase security of postal customer data and protect the privacy of this information, the NCOALink Product enables mailers to process mailing lists and update lists with new addresses prior to mailing. The NCOALink Product can be integrated into mailers' in-house computer systems to provide services or use internally. The use of the NCOALink Product is only available through licenses from the USPS.

Service	Key Features	Address For More Information
NCOA^{Link}	Allows mailers to process their customer address files using the USPS change-of-address data and obtain a moving customer's new address. Mailers can license NCOALink directly from the USPS for internal use or a mailer can send their list to a service bureau for NCOALink update processing.	https://ribbs.usps.gov/index.cfm?page=ncoalink
NCOA^{Link} MPE (Mail Processing Equipment)	Enables mailers who use a Multiline Optical Character Reader (MLOCR) system or a Remote Video Encoding (RVE) system to match the printed address from a mailpiece and update the address by print the customer's new address directly on the mailpiece.	https://ribbs.usps.gov/ncoalink/documents/tech_guides/MPE_INFO/

Post-Mailing Services

ACS allows mailers to electronically receive change-of-address information for customers who have moved and/or other reasons why a mailpiece could not be delivered.

To Retrieve ACS Data:

For Full-Service ACS, log into the Business Customer Gateway (BCG) and click on Mailing Reports on the Home page. Click on Data Distribution/Informed Visibility Dashboard. Then click on #3 for the COA information or #4 for your UAA/Nixie information. You must view/download your corrections within 45 days of your mailing; all COA/UAA-Nixie information is purged after 45 days. For all other ACS services, your data will be delivered electronically through the EPF (Electronic Product Fulfillment) website located at <https://epf.usps.gov/>.

ACS is a cost-effective, efficient means of obtaining accurate COA or reasons for non-delivery information. Utilizing ACS can:

- Reduce manual address costs.
- Reduce labor-intensive address change functions by eliminating returned mail.
- Choose when to receive fulfillment of time-sensitive information on a daily, weekly, or monthly schedule.
- Retrieve address change information electronically via a secure Internet site to allow automated updating of mailing lists.
- Receive notifications that relate specifically to their address files.

NCOA provides the following benefits to mailers:

- Reduces undeliverable mail and mailer costs by providing the most current address information for matches made to the NCOA database.
- Prevents the need for duplicate mailpieces or remailings after address corrections are received because the address correction is applied before the mailing, thus reducing mailer costs.
- Provides faster product and service marketing through accurate mail delivery.

The ACS information will come with a matching data file that can be imported into spreadsheets, allowing you to internally track and report address correction notices provided via ACS. Plus you will be able to match the record counts for each Mailer ID and Participant Code directly to the Shipping Notice. Due to the sensitive content it contains, EPF access requires a separate application form be filled out. It can be found on RIBBS at https://ribbs.usps.gov/forms/documents/tech_guides/EPF001.pdf. Upon receipt of the application, a representative will contact you with details regarding your approved access

Service	Key Features	Address For More Information
One Code ACS	Uses the IMb® to request electronic notification of a customer's new address or reason for non-delivery	https://ribbs.usps.gov/acs/documents/tech_guides/OneCodeACSTechnicalGuide.pdf
Traditional ACS	Mailer applies a printed text string to the mailpiece that identifies their desire to receive electronic notification of a customer's new address or reason for non-delivery.	https://ribbs.usps.gov/acs/documents/tech_guides/TraditionalACSSPFTechnicalGuide.pdf
Full-Service ACS	Uses the IMb to request electronic notification of a customer's new address or reason for non-delivery. Free ACS is provided as a benefit for mail that qualifies for Full Service discounts	https://ribbs.usps.gov/index.cfm?page=acs
IMpb ACS	Uses the Intelligent Mail package barcode format to receive electronic notification of a customer's new address or reason for non-delivery.	https://ribbs.usps.gov/acs/documents/tech_guides/IMpbACSTechnicalGuide.pdf
Single Source ACS	Removes the need for handling different file formats. Provides information from all services listed above.	https://ribbs.usps.gov/acs/documents/tech_guides/SingleSourceACSTechGuide.pdf

Ancillary Service Endorsements

Mailer applies one of the approved printed endorsements (Address Service Requested, Change Service Requested, or Return Service Requested) to the mailpiece indicating mailer's desire to receive a hardcopy notice (PS Form 3547) with the moving customer's new address or to have the original mailpiece returned with the information provided on the yellow label affixed to mailpiece. For more information Ancillary Service Endorsements, please go to: https://ribbs.usps.gov/index.cfm?page=ancillary_endorsements

Choosing the Best Service for You

ACS and NCOA have different benefits; to get the highest address quality they are best used together. ACS not only provides address corrections after mailings, it also offers information on undeliverable mail pieces where there is not a change of address form. To take advantage of free Full-Service ACS and still receive updates on non Full-Service mailings many mailers use SingleSource ACS to receive all Full Service ACS, OneCode ACS, IMpb ACS and Traditional ACS notices in one fulfillment file. NCOA provides the advantage of correcting addresses before mailings so fewer pieces are wasted, though it is limited to address changes and therefore may not be as robust as ACS.